



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent
Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas
June 24, 2005

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated February 24, 2005, having a shortened statutory period expiring on May 24, 2005. A petition for a one-month extension of time is submitted herewith, thereby extending the time period for response to June 24, 2005. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No amendments to the Specification are presented in this paper.

Amendments to the Claims are shown in the listing of claims, which begins on page 2 of this paper.

No amendments to the Drawings are presented in this paper.

Remarks begin on page 8 of this paper.